

## BAR HOST

Job description

<b>Department:</b>	Operations
<b>Responsible to:</b>	Bar and Catering Manager
<b>Contract type:</b>	Permanent (Full Time or Part Time) Casual Contracts also available
<b>Salary:</b>	London Living Wage

Level 3 SMT
Level 3 Heads of Dept.
Level 2 Managers
<b>Level 1 Team members</b>

## ABOUT WOOLWICH WORKS

London's Best New Spot for Culture 2021 – Time Out

Woolwich Works is a multi-million pound cultural hub in the old military buildings of the Royal Arsenal that opened in September 2021. Our spaces include a stunning 1500m<sup>2</sup> former factory performance and events venue, rehearsal and performance studios, event spaces, outdoor courtyard, community hub, and a beautiful, buzzing café bar. We're home to a number of world class resident artistic companies, including Chineke! Orchestra, the National Youth Jazz Orchestra, Luca Silvestrini's Protein and internationally renowned theatre company, Punchdrunk.

This job is being advertised by Woolwich Creative District Trust (the 'Trust'), an independent not-for-profit organisation founded to run Woolwich Works. We're here to build an exceptional, professional, inclusive creative community that delivers our mission to offer hope and opportunity by enabling people to realise their creative potential.

## ABOUT THIS JOB

Our Bar Hosts work in our all-day café bar and venue, the Visitors' Book Café, and on our food and beverage offering for all shows and events. They're the first point of contact for visitors to our buildings, delivering an exceptional level of service and contributing to creating a great experience for all our visitors.

In the Visitors Book Café, the Bar Hosts prepare drinks including cocktails and barista coffees, prepare and serve food and help to oversee and support people working with us on work placements. They're responsible for welcoming visitors to the building, handling visitor enquiries and ticket sales and providing information. Around events, they serve drinks and food to our audiences before, during and after the show, including providing table service and at times acting as waiters or catering assistants for events. The Bar Hosts use our systems to take cash and card payments and will be responsible for looking after stock and keeping the café and bar areas clean and well-presented.

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## 2 – Bar Host

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### Is this job for you?

We're looking for people who love working and engaging with visitors and audiences. You will love the buzz of working in a busy bar and be able to rise to the occasion at peak times during service. You will take pride in being part of a team and be able to take your own initiative and spot what needs to be done, like stocking up or ensuring the bar is clean and presentable. You will have a genuine passion for providing fantastic service whilst working as both an individual and part of a team.

You'll be given full training so don't need previous experience – but you'll need to be motivated by helping and serving other people. As this role will involve selling alcoholic drinks, you need to be over 18 to apply.

### How to apply

Please visit our website <https://www.woolwich.works/jobs-and-opportunities> to submit your CV and covering letter.

If you can't upload a CV electronically, we can arrange an alternative version for posting - please contact us by phone to arrange.

If you would like to arrange an informal chat to hear more about this role, please email [jobs@woolwich.works](mailto:jobs@woolwich.works).

If you're unable to complete a written application for any reason please either email us on [jobs@woolwich.works](mailto:jobs@woolwich.works) or call (020) 8035 8835 so that we can discuss alternative arrangements for assessing your suitability for the job. However, you must do so at least one week before the closing date above.

We are receiving an incredibly high number of applications for all of our roles. We will provide specific feedback for applications, but please bear with us; we will do this as soon as we can. We will always let you know if you have been unsuccessful and we aim to stick to the time frame outlined in the job advert.

We're proud of the diversity of our community and aim to build a team that represents it. We therefore particularly welcome applications from people from black, Asian and ethnically-diverse backgrounds, and those identifying as D/deaf or disabled.



## RESPONSIBILITIES

We try to make our job descriptions as straightforward and accessible as possible. They're not intended to set out every duty in detail, but to explain the key responsibilities so that you understand the nature of the job. How you go about doing it will be discussed and agreed between you and your manager on an ongoing basis.

This is a Level 1 (Team Member) position.

Key responsibilities specific to this job

1. Welcome visitors, maintaining an excellent visitor experience.
2. Perform opening duties prior to visitors arriving and closing duties including cleaning and stocking up.
3. Proactively sell retail items such as alcoholic beverages, hot and cold non-alcoholic beverages and food using our Electronic Point of Sale (EPOS) system (tills), and undertake in person ticket sales. This may include stock taking and cash handling.
4. Prepare food and drinks to the agreed specifications, maintaining high quality and consistency.
5. Actively learn our offer and keep up to date with all drinks and menu choices.
6. Be well presented and maintain a high level of uniform standards.
7. Serve drinks to tables as well as to seats in the venues, and fulfil interval drinks orders.
8. Attend briefings prior to the shift which will advise all you need to know for any given performance (content, audience numbers, times, drinks sold to seats, any restrictions).
9. Engage positively with visitors to make them aware of house or event-specific policies, handle general enquiries about the venue and the Trust and provide information.
10. Assist with the management of health and safety in line with Woolwich Works' Health and Safety Policy, General Emergency Procedures and Operating Plan and any associated operating procedures or as instructed, including carrying out regular safety checks, acting as a fire marshal and undertaking evacuation and emergency management duties. Proactively monitor guest behaviour in the bar areas.
11. Undertake Challenge 25 checks and adhere to licensing laws and conditions.
12. Fulfil artist riders where appropriate.
13. Resolve customer issues and problems, escalating promptly to the Duty Bar Supervisor when appropriate.
14. Carry out emergency and evacuation duties as directed by the Duty Manager on shift.



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### General responsibilities

1. To champion and promote the values and behaviours set out in the Woolwich Works Competency Framework, promoting diversity and inclusion and acting as an ambassador for the Trust and the borough.
2. To act as a first aider or fire marshal if required.
3. To accommodate, support and encourage work experience placements, interns and apprentices.
4. To work safely and encourage and require others to work safely, in accordance with the Woolwich Works Health and Safety Policy and any other relevant policy or procedure.
5. To safeguard the organisation's data, working in line with the Trust's data protection policies and in accordance with the Data Protection Act 2018.
6. To be responsible for undertaking training and development as required to meet the needs of the organisation.

To always act in the best interests of the Trust, and in line with all company policies.

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### PERSON SPECIFICATION

We'll decide whether to invite you for an interview by reviewing your application against the responsibilities above and the skills below.

#### Essential skills and experience

- Strong verbal communication skills and an enthusiastic, positive attitude
- Ability to remain calm and work effectively under pressure in a public facing role.
- An interest in food and drink and a passion for delivering great service
- Able to work effectively within a team and on own initiative
- Passionate about people, communities, diversity and inclusion

#### Desirable skills and experience

- Experience of working behind a bar and / or using a till system
- First aid trained

If we invite you for an interview, we'll explore your suitability for the job based on the contents of your application, this job description and our Competency Framework.



## CONDITIONS

- Hours:** Fixed full time or part time minimum weekly hours on a flexible rota across seven days of the week, including evening, weekend and bank holiday working for which no additional or enhanced payment will be offered. At the discretion of the management and by mutual agreement there may be the opportunity to work additional shifts on an ad-hoc basis, for which the standard basic hourly rate of pay will apply.
- Location:** You'll be based in Woolwich, southeast London. On occasion we may require you to work at other locations in London for events.
- Holiday:** You are entitled to the equivalent of 5.6 weeks' holiday during each holiday year (including the usual eight public holidays in England and Wales). The Trust's holiday year runs between 1 April and 31 March. We may require you to take (or not to take) holiday on specific days as notified to you, including when we are closed.
- Probationary period:** 6 months
- Notice period:** Prior to receiving written confirmation of the satisfactory completion of the probationary period, either you or the Trust can terminate employment by giving two weeks' notice in writing.
- Following satisfactory completion of the probationary period, the notice period will be one month.
- Uniform:** You will be required to wear a uniform and follow a dress code in this role. You will be responsible for washing and ironing your own uniform and other clothes, ensuring that you are well-presented at all times.
- DBS check:** You must tell us about any unspent criminal convictions when applying for this job, and undertake an enhanced Disclosure and Barring Service ('DBS') check if appointed (and at least annually thereafter). Having a criminal record will not necessarily bar you from working with us, but we will consider the nature of any disclosed convictions and their relevance to the job and the Trust. If you don't disclose information relating to unspent convictions, we'll withdraw any offer of work that we may subsequently make.
- References and right to work:** Any offer of employment will be subject to the receipt of two satisfactory, written references, one of which must be from your most recent employer or professional contact. You must have the legal right to work in the UK.

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Founder:



*From the Royal Borough of Greenwich, for everyone.*

